Fax Device Installation Manual

GFI FaxMaker™

Discusses what fax devices or communication software works with GFI FaxMaker and shows you how to configure GFI FaxMaker to use these options.

GFI®

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1 Installing fax devices

Use this information when using fax hardware and FOIP cards.

> **NOTE**
> GFI FaxMaker can also work with an online fax service, without the need of hardware or additional drivers. For more information go to http://support.gfi.com/manuals/en/fax2014/default.htm#cshid=FaxServices

1.1 Which fax devices to use with GFI FaxMaker?

GFI FaxMaker can use many fax devices, including modems. GFI however highly recommends investing in a professional fax server device such as a Brooktrout TR1034 or Trufax fax board, a Dialogic Diva Pro/Server ISDN fax card or an AVM B1 ISDN fax card.

These devices are far superior to a modem or multi-port modem in terms of reliability and transmission speed. Modems can be unreliable, requiring regular resets, and are frequently not compatible with all fax machines; this often results in failed faxes. The chipset used is an important factor; however, since modem manufacturers constantly change chipsets it is difficult to recommend a particular model or brand.

In terms of cost, a Brooktrout Trufax, Dialogic or AVM card is relatively inexpensive: only marginally more expensive than using 2 modems. Depending on what card you choose, you also get more fax features - for example, inbound routing or faster 33.6 faxing.

For the most up to date list of supported fax devices, refer to: http://go.gfi.com/?pageid=FM_Devices.

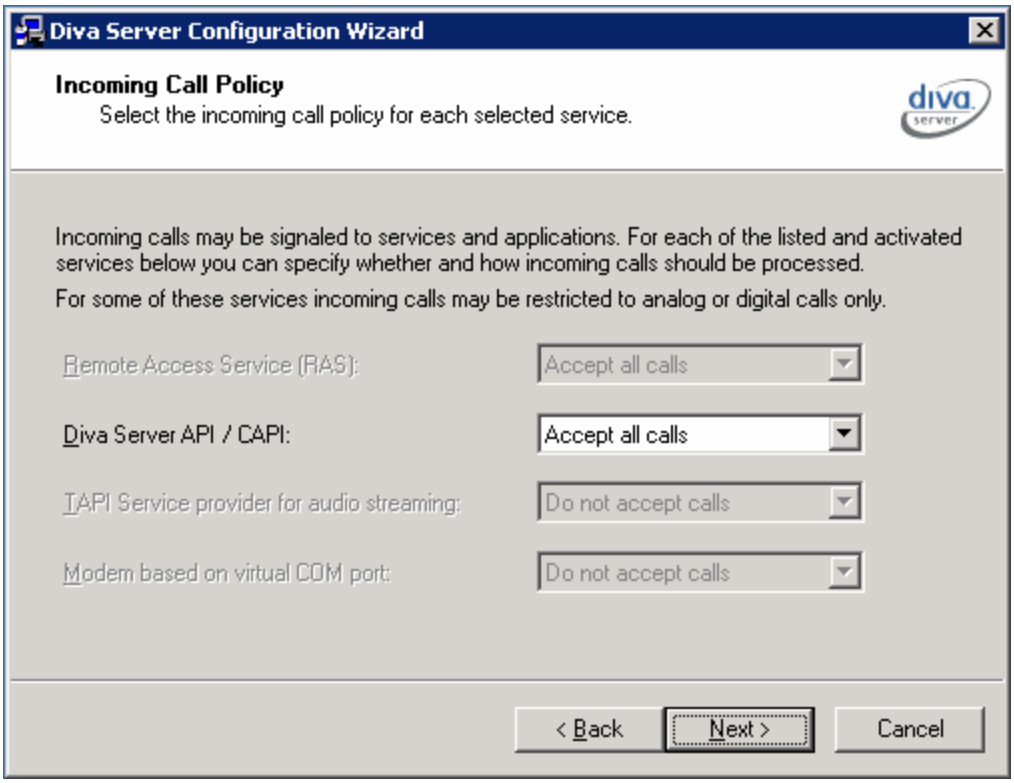
1.2 Installing a Dialogic Diva Server ISDN Adapter

The Dialogic (Eicon) Diva Server Adapter should be installed into the server as per the installation instructions provided with the card. The list of currently supported Dialogic cards is available online at http://go.gfi.com/?pageid=FM_Devices.

The latest drivers, installation guides and support for the Dialogic product range is available from the Dialogic website at http://www.dialogic.com/.

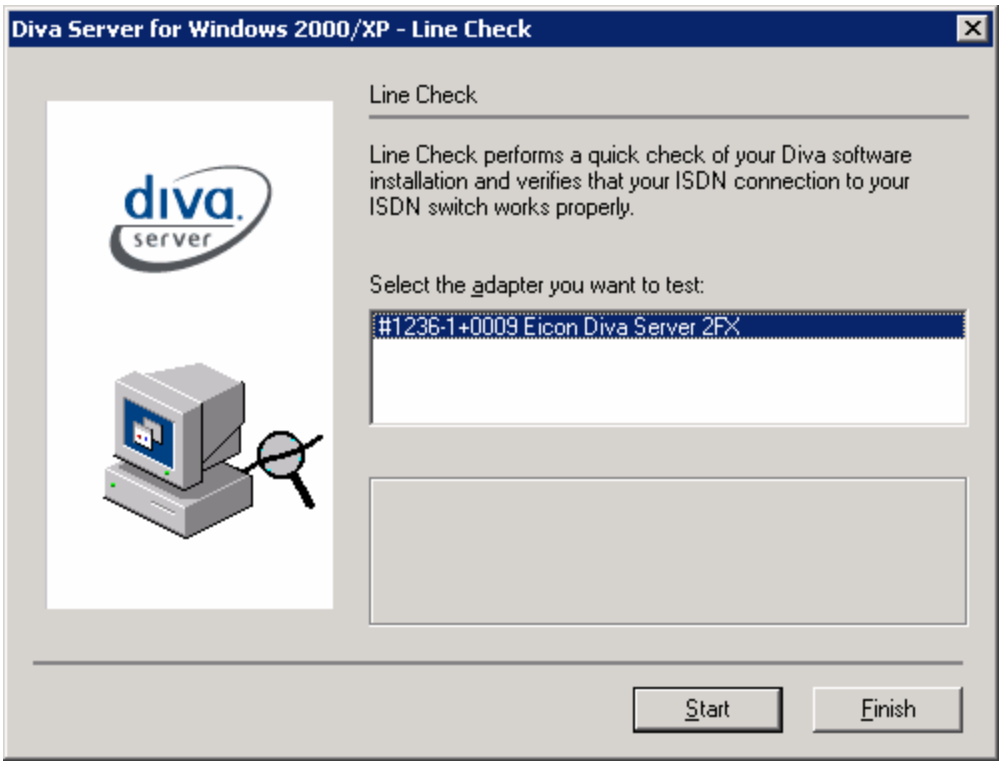
> **NOTE**
> Current Dialogic adapters are Universal PCI (3.3/5 volts), however always check the technical details of the adapter to make sure the adapter is suitable for the server hardware.

GFI FaxMaker uses CAPI (Common ISDN Application Programming Interface - www.capi.org) to interface with supported Dialogic (& AVM) ISDN cards. CAPI support is provided by installing the Dialogic Diva Server software and drivers.


Diva Server Configuration Wizard
Incoming Call Policy
Select the incoming call policy for each selected service.
diva server
Incoming calls may be signaled to services and applications. For each of the listed and activated services below you can specify whether and how incoming calls should be processed.
For some of these services incoming calls may be restricted to analog or digital calls only.
Remote Access Service (RAS):
Accept all calls
Diva Server API / CAPI:
Accept all calls
TAPI Service provider for audio streaming:
Do not accept calls
Modem based on virtual COM port:
Do not accept calls
< Back
Next >
Cancel

Screenshot 1: Diva Server Configuration Wizard: - Configuring CAPI to answer all calls.

Installing the Dialogic Diva Server software on the server will launch the Diva Server Configuration Wizard. First choose the ISDN switch type that is used by your country and then configure CAPI to **Accept all incoming calls**'.


Diva Server for Windows 2000/XP - Line Check
diva server
Line Check
Line Check performs a quick check of your Diva software installation and verifies that your ISDN connection to your ISDN switch works properly.
Select the adapter you want to test:
#1236-1+0009 Eicon Diva Server 2FX
Start
Finish

Screenshot 2: Diva Server Line Check: Test the ISDN service using this utility from the start menu.

After running the Dialogic Diva Server Configuration wizard you should restart the server. Then run a line check using the Diva Server Line Check utility included with the Diva Server software. If the line check passes you can continue with installation of GFI FaxMaker. An unsuccessful line check will return an error code which can be referenced on the Dialogic technical support website for the cause and a list of possible solutions.

NOTE

You can use the Dialogic Diva Server Configuration Manager utility to setup advanced configurations such as sharing the Dialogic Adapter between GFI FaxMaker and Routing and Remote Access for dial-up access. For further information on this consult the Dialogic documentation.

1.3 Installing a Brooktrout Fax Board

The list of currently supported Brooktrout cards is available from http://go.gfi.com/?pageid=FM_BrooktroutCards. Installation guides, product documentation and support are available from the Dialogic Technology website at http://www.dialogic.com/default.htm.

NOTES

1. The current Brooktrout boards are Universal PCI (3.3/5 volts); however always check the technical details of the adapter to make sure it is suitable for the server hardware.
2. You must always install GFI FaxMaker software before installing Brooktrout or Trufax drivers.
3. Ensure that the correct Brooktrout card driver is installed. For more information on Brooktrout drivers refer to http://go.gfi.com/?pageid=FM_BrooktroutDrivers.

1.3.1 Brooktrout TR1034, Trufax ISDN cards or Trufax Analog cards

To install Brooktrout fax cards:

1. Switch off the computer where you want to install the Brooktrout Fax card. Plug in the card following the instructions supplied with the hardware.

2. Restart the computer. Ignore any *Add New Hardware* wizard dialog by pressing **Cancel**.

3. Navigate to ***<GFI installation folder>*\brooktrout**.

4. Double click the executable file **brooktrout_tr1034.exe**.

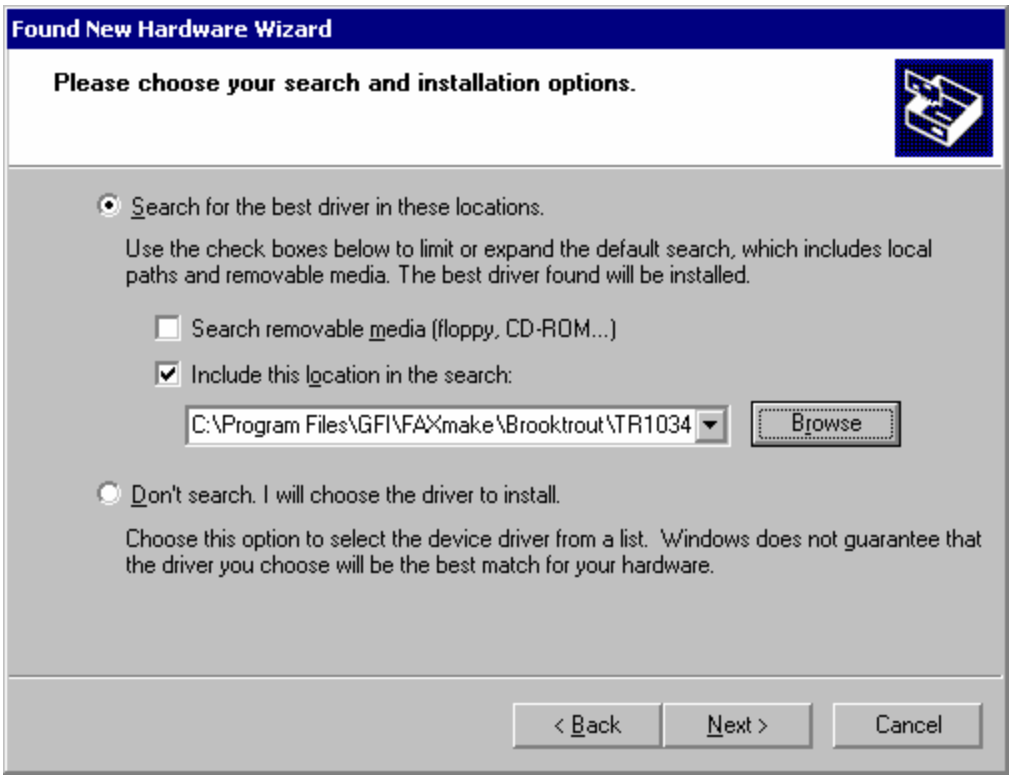
5. In the Welcome dialog, click **Next**. Read and accept the End User License Agreement dialog and click **Next** to continue installation.

6. Set to the path where GFI FaxMaker is installed. If require changing the default installation path, clicking Browse and specify the required path; else continue with the installation, by clicking **Next**.

7. Click **Install** to install drivers and click **Finish** to finalize driver installation.

NOTE

If the installation has detected existing Brooktrout drivers on the computer, you are asked to reboot your computer. This is required just in case the mentioned drivers where being used (i.e. were locked) and could not be replaced with the newly installed drivers.


Found New Hardware Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
C:\Program Files\GFI\FAXmake\Brooktrout\TR1034
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel

Screenshot 3: Add New Hardware wizard: Search and install options dialog

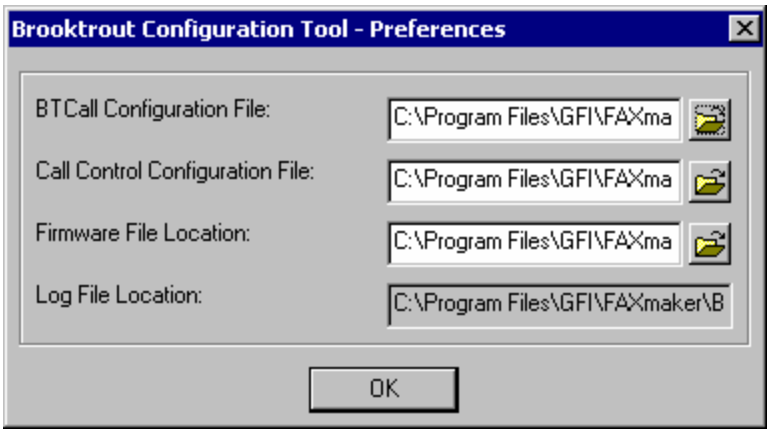
8. Go to **Control Panel > Add New Hardware**. Select **Include this location in the search** and provide the path where you have installed the Brooktrout TR1034 drivers. If you have opted to install the drivers in the default path, you should find these drivers in the same path where GFI FaxMaker is installed; else you should specify the same location that you have used in step 6 of this installation.

Security Alert - Driver Installation
The driver software you are installing for:
TRxStream Board
has not been properly signed with Authenticode(TM) technology. Therefore, Windows cannot tell if the software has been modified since it was published. The publisher's identity cannot be verified because of a problem:
The third-party INF does not contain digital signature information.
Do you still want to install this driver software?
Yes
No
More Info

Screenshot 4: Confirm installation of unsigned drivers

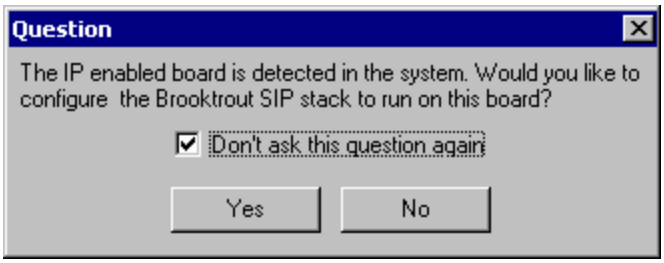
9. Confirm the installation of uncertified drivers. Click **Yes** to proceed and install the new hardware.

10. Go to **Start > All Programs > GFI FaxMaker Brooktrout TR1034 Drivers > Brooktrout Configuration Tool**.



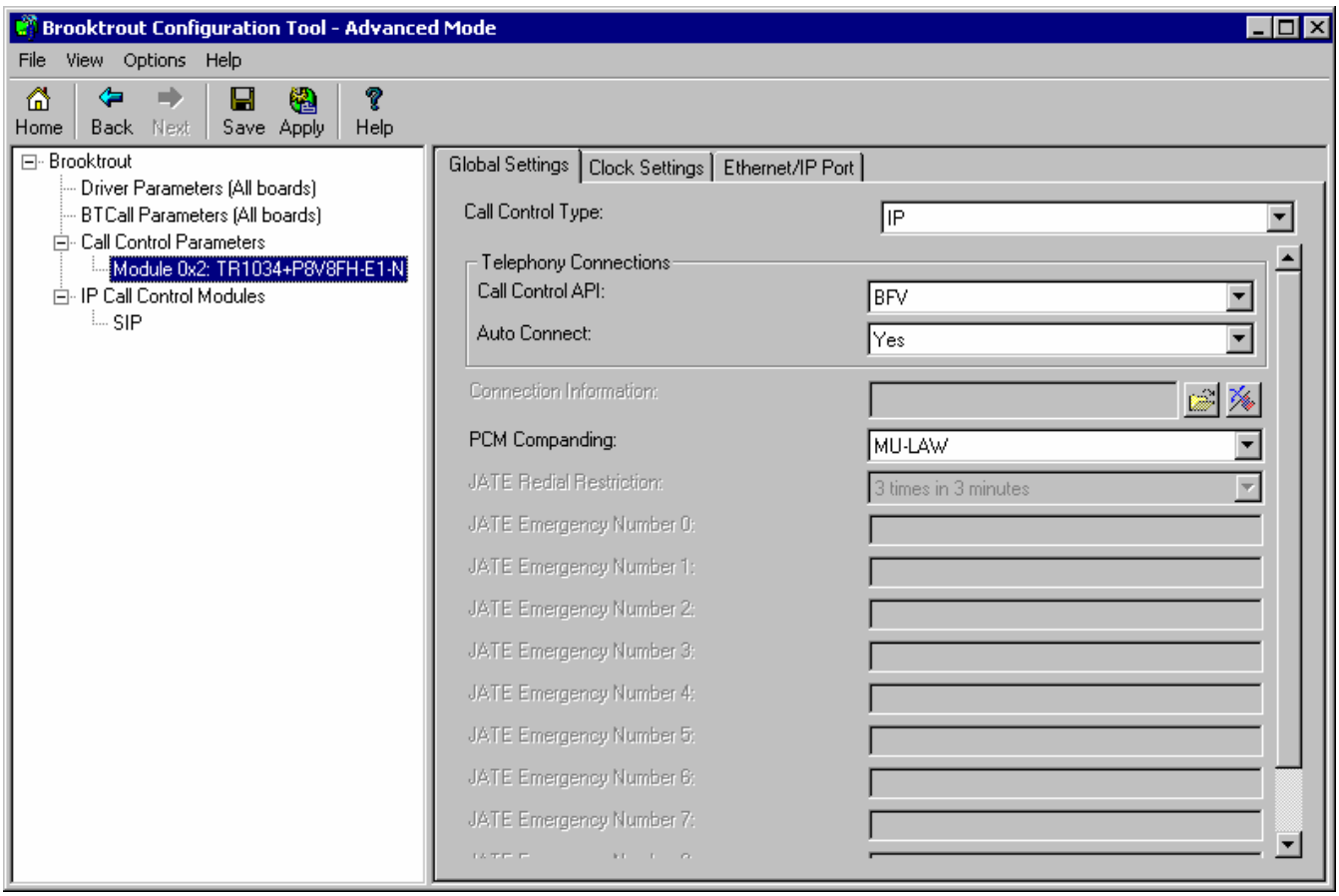
Screenshot 5: Configuration tool preferences dialog

11. Click **Next** and confirm the file paths. Click **OK** to proceed with setup.


Question
The IP enabled board is detected in the system. Would you like to configure the Brooktrout SIP stack to run on this board?
Don't ask this question again
Yes
No

Screenshot 6: Configure Brooktrout SIP stack

12. If you have an IP enabled fax card, you will be asked to configure the Brooktrout SIP stack (i.e. FOIP - Fax over IP). Click **Yes** to proceed to the main configuration tool dialogs.



Screenshot 7: Brooktrout configuration tool window

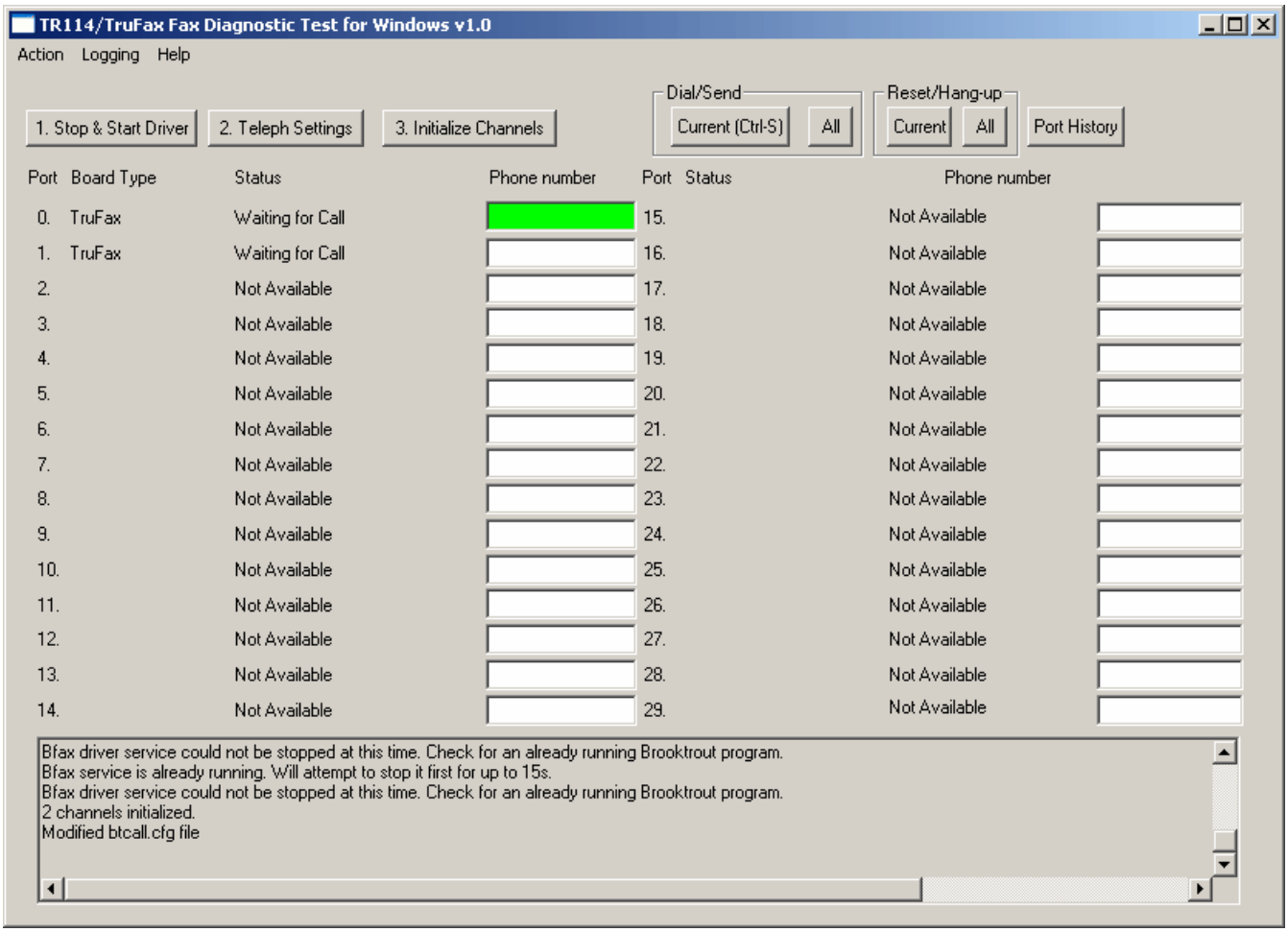
13. Check that the settings match your setup. If you did not make any configuration changes (i.e. you have left all settings as default), click Apply and close the Brooktrout Configuration tool. If you need configuration assistance, you can refer to the help included in the configuration tool.

NOTES

1. If the drivers do not work immediately when you start the GFI FaxMaker Fax Server or some lines refuse to send or receive, please reboot the computer.
2. If an analog board refuses to dial out, make sure that the **Tone Dialing** option is enabled for the line in the **GFI FaxMaker Configuration > Lines/Devices** node.
3. If using multiple Brooktrout boards in one chassis, make sure that they are of the same type. Having different Brooktrout boards in one chassis is not a supported setup. Also make sure that the rotary switch on the Brooktrout boards are setup in as sequential numbers starting from 2. I.e.: Module 1 rotary switch set to 2, Module 2 rotary switch set to 3, etc...

1.3.2 Troubleshooting Brooktrout cards

To troubleshoot any hardware installation issues, download the Brooktrout diagnostics software from Dialogic Technology and ensure the card is installed properly. If the card is not recognized or not running, contact Dialogic Technology technical support.


TR114/TruFax Fax Diagnostic Test for Windows v1.0
Action Logging Help
1. Stop & Start Driver
2. Teleph Settings
3. Initialize Channels
Dial/Send
Current (Ctrl-S)
All
Reset/Hang-up
Current
All
Port History
Port Board Type Status Phone number Port Status Phone number
0. TruFax Waiting for Call 15. Not Available
1. TruFax Waiting for Call 16. Not Available
2. Not Available 17. Not Available
3. Not Available 18. Not Available
4. Not Available 19. Not Available
5. Not Available 20. Not Available
6. Not Available 21. Not Available
7. Not Available 22. Not Available
8. Not Available 23. Not Available
9. Not Available 24. Not Available
10. Not Available 25. Not Available
11. Not Available 26. Not Available
12. Not Available 27. Not Available
13. Not Available 28. Not Available
14. Not Available 29. Not Available
Bfax driver service could not be stopped at this time. Check for an already running Brooktrout program.
Bfax service is already running. Will attempt to stop it first for up to 15s.
Bfax driver service could not be stopped at this time. Check for an already running Brooktrout program.
2 channels initialized.
Modified btcall.cfg file

Screenshot 8: Brooktrout diagnostics software

1.4 Installing Sangoma fax devices

This topic explains how to install Sangoma devices on your GFI FaxMaker server.

NOTES

1. For more information about supported Sangoma devices and drivers refer to http://go.gfi.com/?pageid=FM_Sangoma.

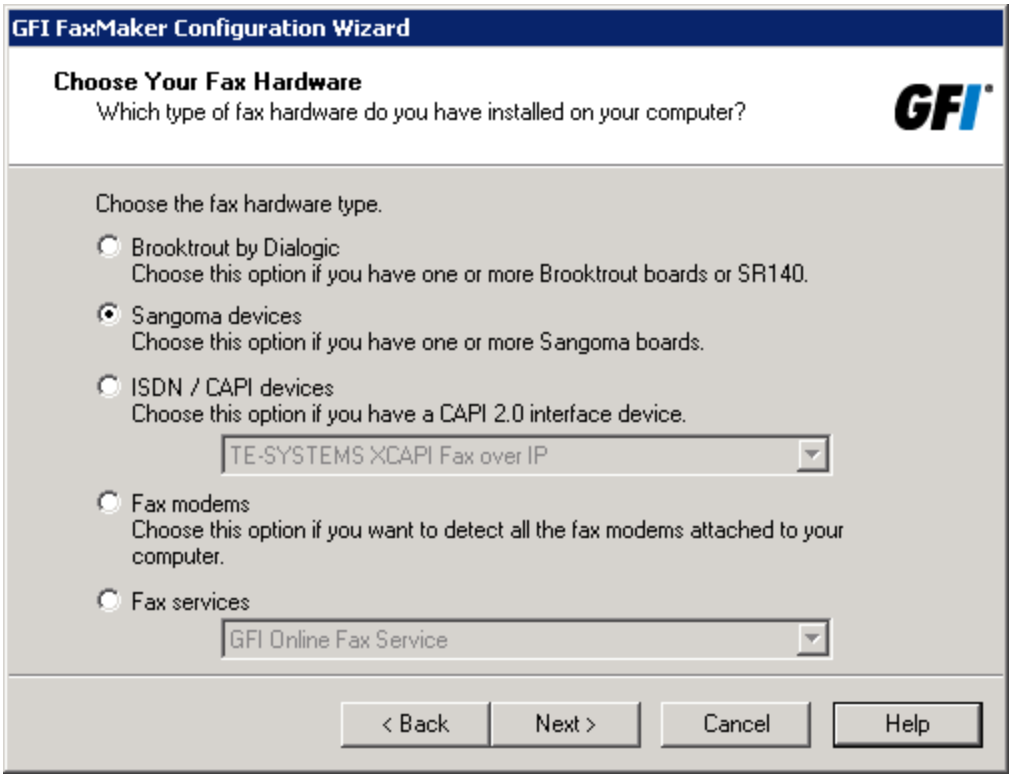
2. A system restart is required during installation.

3. When adding Sangoma devices/spans to a setup where the drivers are already installed, refer to Modifying Sangoma fax devices.

1. Turn off the computer where you want to install the Sangoma fax card. Plug in the card following the instructions supplied with the hardware.

2. Restart the computer. Ignore any *Add New Hardware* wizard dialog presented by Microsoft Windows by pressing **Cancel**.

3. Run the GFI FaxMaker Configuration Wizard from **Start > Programs > GFI FaxMaker > GFI FaxMaker > Configuration Wizard**.


GFI FaxMaker Configuration Wizard
Choose Your Fax Hardware
Which type of fax hardware do you have installed on your computer?
GFI
Choose the fax hardware type.
Brooktrout by Dialogic
Choose this option if you have one or more Brooktrout boards or SR140.
Sangoma devices
Choose this option if you have one or more Sangoma boards.
ISDN / CAPI devices
Choose this option if you have a CAPI 2.0 interface device.
TE-SYSTEMS XCAPI Fax over IP
Fax modems
Choose this option if you want to detect all the fax modems attached to your computer.
Fax services
GFI Online Fax Service
< Back
Next >
Cancel
Help

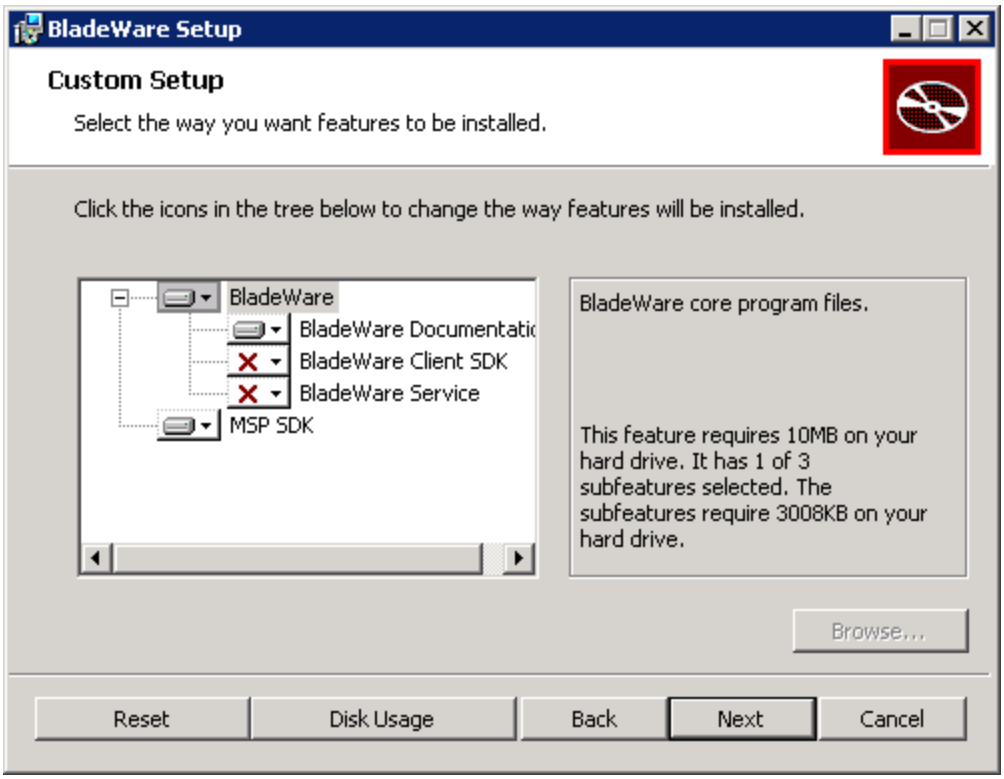
Screenshot 9: Choosing Sangoma devices in the Configuration wizard

4. When prompted to choose your fax hardware, select **Sangoma devices** and click **Next**.

5. Click **OK** to start the wizard.

6. In the Welcome dialog, click **Next**.

7. Read and accept the End User License Agreement dialog and click **Next** to continue installation.


BladeWare Setup
Custom Setup
Select the way you want features to be installed.
Click the icons in the tree below to change the way features will be installed.
BladeWare
BladeWare Documentatic
BladeWare Client SDK
BladeWare Service
MSP SDK
BladeWare core program files.
This feature requires 10MB on your hard drive. It has 1 of 3 subfeatures selected. The subfeatures require 3008KB on your hard drive.
Browse...
Reset
Disk Usage
Back
Next
Cancel

Screenshot 10: Selecting the Sangoma components to install

8. **IMPORTANT:** choose to install **MSP SDK** and do not install **BladeWare Service** or **BladeWare Client SDK**

9. Click **Install** and click **Finish** to finalize installation.

10. Restart the system. On restart, the GFI FaxMaker Configuration Wizard loads automatically and the **Sangoma Configuration Tool** is started.

11. If an ISDN card is detected, select the system's digital transmission format. **T1** is used in the USA, Canada and Japan, whilst **E1** is used in Europe. Contact your service provider to confirm the format used.

12. A list of Sangoma devices and spans is displayed. It is recommended that only experienced professionals configure device settings. Typically no further configuration is required. Click **Apply** and **Save** to close the Sangoma Configuration Tool.

13. Proceed with the GFI FaxMaker Configuration Wizard.

1.4.1 Modifying Sangoma fax devices

When adding new Sangoma devices/spans to a setup where Sangoma drivers are already installed, the drivers must be uninstalled and re-installed.

> **NOTE**
>
> 1. System restarts are required to uninstall old drivers and re-install updated drivers.
>
> 2. When installing Sangoma devices/spans the first time, refer to Installing Sangoma fax devices.

1. Open command prompt and change directory to the following Commetrex installation folder: `..\Commetrex\Sangoma\wanpipe\card\`. This is typically found in the following locations:

- 32-bit systems: C:\Program Files\Commetrex\Sangoma\wanpipe\card\
- 64-bit systems: C:\Program Files (x86)\Commetrex\Sangoma\wanpipe\card\

2. Run the following command:

- 32-bit systems: `Setup.exe remove_drv`
- 64-bit systems: `Setup64.exe remove_drv`

3. When drivers are removed, run the following command:

- 32-bit systems: `Setup.exe -clean`
- 64-bit systems: `Setup64.exe -clean`

4. From the Control Panel Programs list, uninstall BladeWare.

5. Switch off the server.

6. Plug in the new Sangoma devices or spans following the instructions supplied with the hardware.

7. Start the server and re-install the drivers from the GFI FaxMaker Configuration Wizard. For more information, refer to Installing Sangoma fax devices (page 9).

1.4.2 Advanced Sangoma Configuration

GFI FaxMaker includes a Sangoma Configuration Tool to manage and configure Sangoma device and span settings.

IMPORTANT NOTES

1. Use the Sangoma Configuration Tool only if you are experienced in advanced fax card configurations and when troubleshooting issues with the assistance of GFI Support.

2. The Sangoma Configuration Tool stops the GFI FaxMaker Fax Service, stopping fax transmission.

Device/Span configuration

1. Open the GFI FaxMaker installation folder and run **SangomaConfigUI.exe**.

2. If the GFI FaxMaker Fax Service is started, click **Stop service now** to stop the service.

3. If loading the tool the first time and an ISDN card is detected, choose your system's digital transmission format. Contact your service provider to confirm the format used.

» **T1** is typically used in the USA, Canada and Japan

» **E1** is typically used in Europe.

4. The tool displays the list of devices and spans on the left side of the screen. Choose a device or span to configure and change settings from the right pane.

5. When all settings are configured, click **Apply** and **Save** settings.

6. If the GFI FaxMaker Fax Service was stopped by the tool in the beginning, it is now automatically started.

Reset all settings to default

NOTE
This action is irreversible and all custom settings are permanently lost.

To reset all Sangoma devices' and spans' settings to default:

1. Open the GFI FaxMaker installation folder and run **SangomaConfigUI.exe**.

2. If the GFI FaxMaker Fax Service is started, click **Stop service now** to stop the service.

3. In the Sangoma Devices and Spans screen, click **Options**.

4. Click **Reset settings**.

5. Click **Yes** to confirm.

6. Choose your system's digital transmission format and proceed to reconfigure device settings.

Logging options

Enable logging to troubleshoot the functionality of Sangoma devices.

> **NOTE**
>
> 1. When logging is enabled, large volumes of logs are generated with the possibility of impacting the system performance. It is recommended to enable logging only when troubleshooting issues.
>
> 2. Logging is only enabled/disabled after the system is restarted.

1. Open the GFI FaxMaker installation folder and run **SangomaConfigUI.exe**.

2. If the GFI FaxMaker Fax Service is started, click **Stop service now** to stop the service.

3. In the Sangoma Devices and Spans screen, click **Options**.

4. Choose the logging feature to enable/disable:

Logging option	Description
Time-division multplexing logs	GFI FaxMaker logs detailed information about transmission signals.
Sangoma extended logs	The generic Sangoma logs are extended to include more detailed information.
Audio recording logs	Log fax tranmission meta-data.

5. Click **OK**

6. Click **Apply** and **Save** settings.

7. Restart the server to enable or disable the logging options

1.5 Installing fax modems or multi port fax boards

If you are planning to use a fax modem for faxing, you can choose to use either the GFI fax modem drivers or the fax modem drivers included in Windows® 2000/2003. It mainly depends on the modem that you are using and which driver will work best. For some modems, the Windows® 2000/2003 modem drivers might work better since GFI cannot offer you such a wide range of modem support as Microsoft® can. If you require DTMF routing and plan to use modems (not recommended) then you must use the GFI modem drivers.

In general, GFI recommends trying both drivers with your modem and choosing the driver that works best.

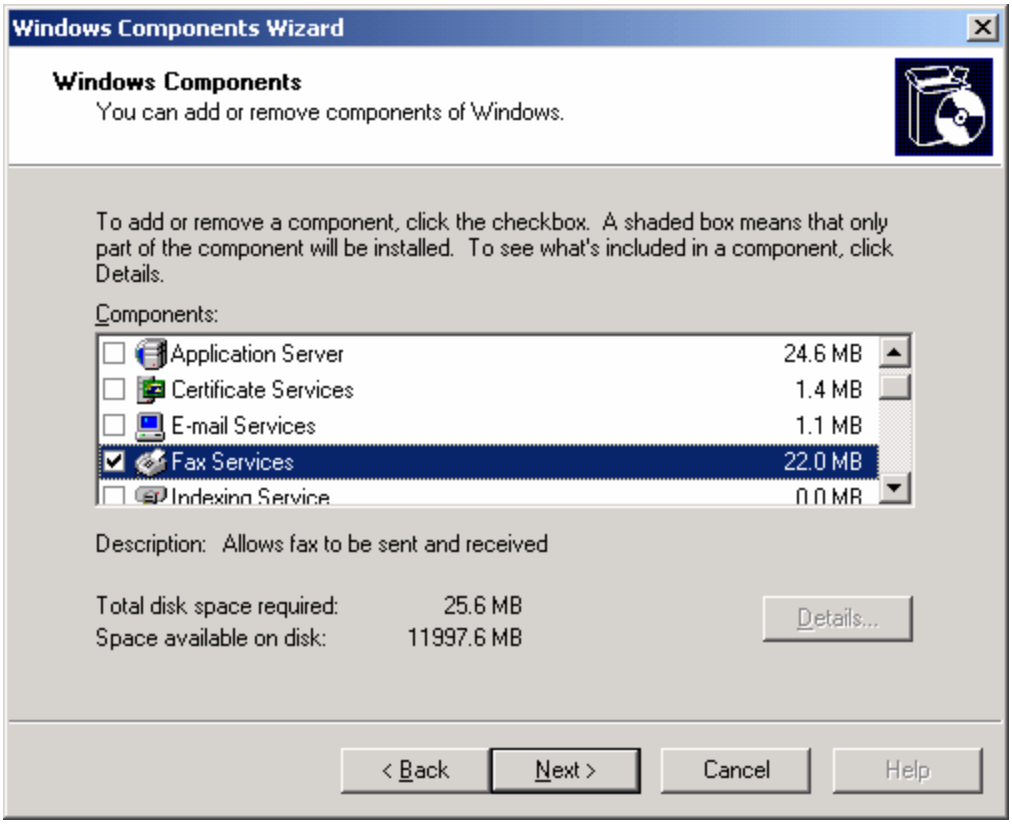
> **NOTE**
>
> The Microsoft® Fax modem drivers have wider modem support and 2D faxing, which can give faster fax transmission to some fax machines.
>
> For reliability ensure that you implement a high quality modem solution.

1.6 Installing modems using the GFI modem drivers

Installing a modem using GFI drivers implies just plugging in the modem. No further modem configuration is required since all configuration is done from within the GFI FaxMaker configuration. The GFI modem drivers do not use the Windows® modem drivers and communicate with the com ports directly. It is therefore recommended to disable the Windows® detected modems' drivers in device manager to prevent other applications using the modem.

1.7 Installing modems using the Windows® fax drivers

If you plan to use the Windows® fax modem drivers, you are required to install Microsoft® Fax prior to configuring GFI FaxMaker, otherwise GFI FaxMaker will not detect them. To install:


Windows Components Wizard
Windows Components
You can add or remove components of Windows.
To add or remove a component, click the checkbox. A shaded box means that only part of the component will be installed. To see what's included in a component, click Details.
Components:
Application Server 24.6 MB
Certificate Services 1.4 MB
E-mail Services 1.1 MB
Fax Services 22.0 MB
Indexing Service 0.0 MB
Description: Allows fax to be sent and received
Total disk space required: 25.6 MB
Space available on disk: 11997.6 MB
Details...
< Back
Next >
Cancel
Help

Screenshot 11: Installing Fax Services

1. Install the fax modem(s) according to the manufacturer's instructions. Update with the latest modem drivers from the manufacturer website; do not rely on the automatically detected driver of Microsoft® Windows®. If the modem supports fax, then Windows® should install the Microsoft® fax service.

2. Go to **Control Panel > Add/Remove Programs > Add/Remove Windows® components** and ensure that Microsoft® Fax services are enabled.

3. Go to **Control Panel > Administrative Tools > Services** applet and ensure that the **Microsoft® Fax service ('Fax')** is started and set to **automatic**.

4. Go to **Control Panel > Printers and Faxes** and ensure that the Microsoft® Fax printer driver is installed.

5. Send a test fax to the Microsoft® Fax printer driver to ensure it is working.

6. Once you run the GFI FaxMaker set-up, the installation wizard will recognize this fax modem and you will be able to configure fax lines that use the Microsoft® fax drivers.

1.8 Fax over IP (FoIP) implementations

A GFI FaxMaker Fax over IP implementation enables fax communications to be transmitted over the IP network rather than over long-distance lines. FoIP also eliminates the need for analog fax cards and devices, enabling GFI FaxMaker to be installed in a virtual environment such as Microsoft Hyper-V, Microsoft Virtual Server, Microsoft Virtual PC or VMware.

Use a supported FoIP solution to integrate GFI FaxMaker with a digital telephony infrastructure. The FoIP Solution may be configured to communicate with a VoIP PBX, a session border controller, a media gateway or directly to a hosted SIP trunk

provider. These systems then communicate with the public switched telephone network (PSTN) to transmit or receive fax calls.

GFI FaxMaker supports the following FoIP solutions:

FoIP solution	Description
TE-SYSTEMS XCAPI	XCAPI is a software-only Fax over IP (FoIP) solution from TE-SYSTEMS. The XCAPI installer is pre-packaged with GFI FaxMaker and no additional downloads are required. For more information, refer to Installing XCAPI FoIP (page 15).
Dialogic Brooktrout SR140	The Brooktrout SR140 is a software-only Fax over IP (FoIP) solution from Dialogic Technology. The Dialogic Brooktrout SR140 installer is pre-packaged with GFI FaxMaker and no additional downloads are required. For more information, refer to Installing the Brooktrout SR140 (FoIP) (page 19).
Dialogic (Eicon) Diva Server SoftIP	Dialogic Diva Server SoftIP for SIP is a software application from Dialogic Technology for IP telephony environments. To use this software with GFI FaxMaker, install and configure Dialogic Diva Server SoftIP. After configuration add ISDN PRI CAPI 2.0 lines in GFI FaxMaker. For more information on how to configure GFI FaxMaker fax lines, go to: http://support.gfi.com/manuals/en/fax2014/default_csh.htm#1011
Dialogic Brooktrout TR1034 models with the built-in network card for FoIP	Use a Dialogic Brooktrout TR1034 device that includes a built-in network card for FoIP. Install the Dialogic Brooktrout TR1034 drivers that are included with GFI FaxMaker and use the Brooktrout Configuration Tool to configure IP call settings.

1.9 Installing XCAPI FoIP

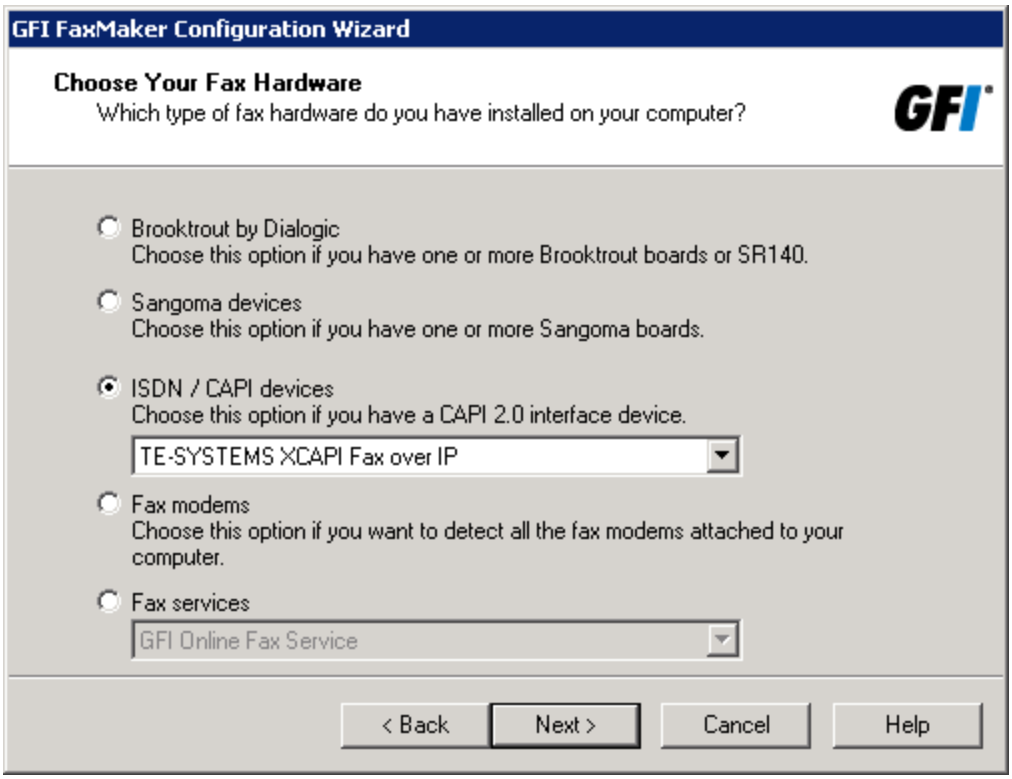
XCAPI is a software-only Fax over IP (FoIP) solution from TE-SYSTEMS. This topic explains how to install XCAPI on your GFI FaxMaker server.

1.9.1 Installing XCAPI

Install XCAPI during the GFI FaxMaker Configuration Wizard, either after installation, or by launching it manually from **Start > GFI FaxMaker > FaxMaker Configuration Wizard**.

1. In the Welcome page of the GFI FaxMaker Configuration Wizard click **Next** to continue.

> **NOTE**
> Some GFI FaxMaker services may be restarted when running the configuration wizard.


GFI FaxMaker Configuration Wizard
Choose Your Fax Hardware
Which type of fax hardware do you have installed on your computer?
GFI
Brooktrout by Dialogic
Choose this option if you have one or more Brooktrout boards or SR140.
Sangoma devices
Choose this option if you have one or more Sangoma boards.
ISDN / CAPI devices
Choose this option if you have a CAPI 2.0 interface device.
TE-SYSTEMS XCAPI Fax over IP
Fax modems
Choose this option if you want to detect all the fax modems attached to your computer.
Fax services
GFI Online Fax Service
< Back
Next >
Cancel
Help

Screenshot 12: Selecting the XCAPI option

2. Click **ISDN / CAPI devices**, and select **TE-SYSTEMS XCAPI Fax over IP**. Click **Next**.

3. Click **YES** to start the XCAPI installation wizard.

> **NOTE**
> 1. XCAPI is pre-packaged with GFI FaxMaker. No additional downloads are required.
> 2. Only one CAPI device can be installed on the same system. For more information, refer to: http://go.gfi.com/?pageid=FM_CAPIDeviceFound

4. Select the language used to install **XCAPI** and click **Next**.

5. In the **Welcome** page, **click** Next.

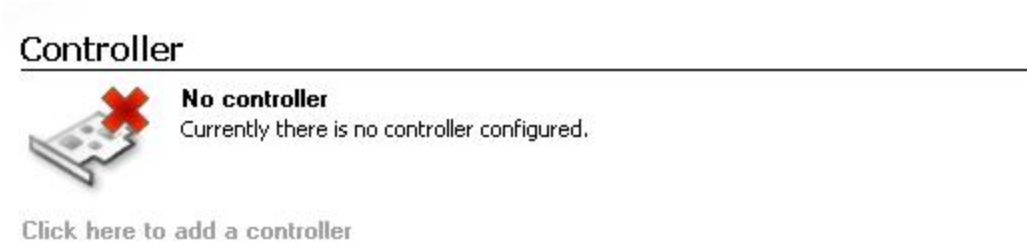
6. Click **Yes** if you accept the End User License Agreement.

7. Click **Next** to install XCAPI in the default location or **Browse** to select a different path.

8. Specify the Start menu program folder for XCAPI. Click **Next** to start installation.

9. Click **Finish** to complete installation.

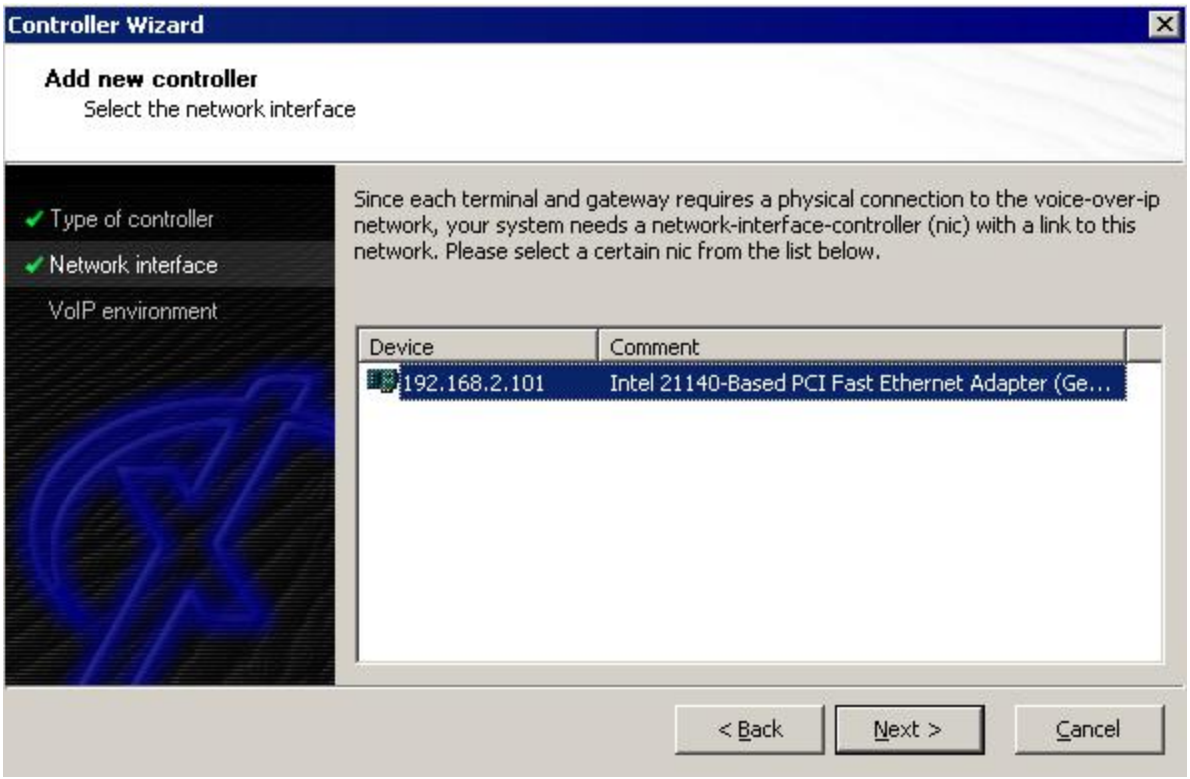
1.9.2 Adding an XCAPI FAX-over-IP controller



Screenshot 13: XCAPI configuration

1. Open the XCAPI Configuration and from the Controller section select **Click here to add a controller** link.

2. From the Controller Wizard select **Add Voice-over-IP controller (VoIP)** and click **Next**.


Controller Wizard
Add new controller
Select the network interface
Type of controller
Network interface
VoIP environment
Since each terminal and gateway requires a physical connection to the voice-over-ip network, your system needs a network-interface-controller (nic) with a link to this network. Please select a certain nic from the list below.
Device
Comment
192.168.2.101
Intel 21140-Based PCI Fast Ethernet Adapter (Ge...
< Back
Next >
Cancel

Screenshot 14: Add a new controller

3. Select the Network Card that XCAPI will use to communicate with your VoIP Gateway.

4. Select the VoIP gateway that will be used to send and receive faxes. If the list included in XCAPI does not contain your PBX, select a compatible or one of the generic environments such as 'H.323 Gateway' or 'SIP'.

NOTE

For more information refer to the XCAPI Interoperability list available from:

http://go.gfi.com/?pageid=FM_XCAPIInteroperabilityList

Controller Wizard
Add new controller
Provide the address of the H.323 gateway
Type of controller
Network interface
VoIP environment
H.323 Gateway
Description and channels
Confirmation
Provide the IP address of the H.323 Gateway in the network. If there is more than one H.323 Gateway present in the network be sure to provide the IP address of the H.323 Gateway that you want to use.
IP Address
192.168.2.2
< Back
Next >
Cancel

Screenshot 15: Define VoIP gateway properties

5. Depending on the VoIP gateway selected, provide the properties of the VoIP gateway. Typically this consists of the IP address of the VoIP gateway and any authentication settings required by your VoIP gateway. Click **Next** to continue setup.

6. Provide a meaningful description of the newly created controller and decide how many channels should be available for GFI FaxMaker.

7. Click **Next** and **Finish** to finalize settings.

8. From the **GFI FaxMaker Configuration Wizard**, click **Configure lines** to configure fax lines. For more information on how to configure GFI FaxMaker fax lines, go to:

http://support.gfi.com/manuals/en/fax2014/default_csh.htm#1011.

9. Finalize the **GFI FaxMaker Configuration Wizard**.

> **NOTE**
> The GFI FaxMaker machine may require a reboot if any files were locked (in use) during installation.

1.9.3 Adding XCAPI fax lines in GFI FaxMaker

To add XCAPI lines in GFI FaxMaker:

1. Click **Add...** in the **Lines/Devices** properties dialog.

2. Choose any available fax line and in **Device type**, select **ISDN PRI / IP CAPI 2.0 devices**.

3. Select a **Physical line/port** and click **OK**

4. In the **Device** tab, under **ISDN type**, choose **TE-SYSTEMS XCAPI**.

5. Configure other line options. For more information on how to configure GFI FaxMaker fax lines, go to:

http://support.gfi.com/manuals/en/fax2014/default_csh.htm#1011

1.10 Installing the Brooktrout SR140 (FoIP)

The Brooktrout SR140 is a software-only Fax over IP (FoIP) solution from Dialogic Technology.

NOTES

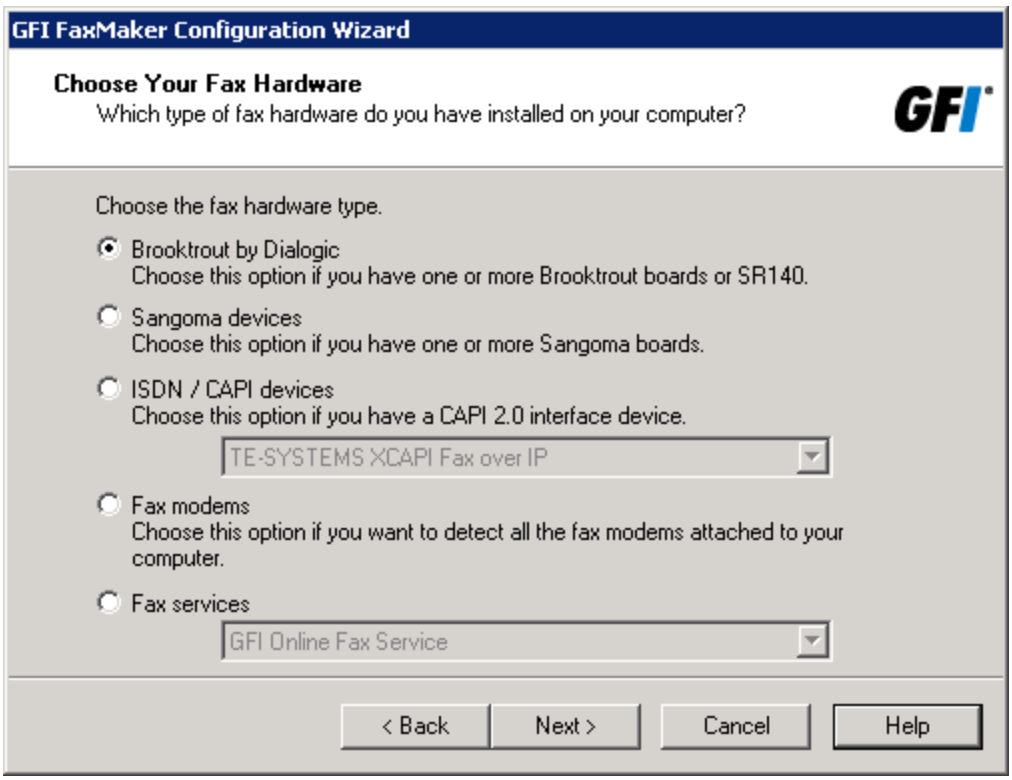
» To use the Brooktrout SR140 (FoIP) software, you must have both a license from Dialogic Technology, activated as outlined below and a GFI FaxMaker license key that is enabled for Brooktrout SR140 usage. To obtain an SR140 usage license from GFI, contact sales@gfi.com.

» The Brooktrout TR1034 (Boston) / SR140 driver setup contains drivers that are made by Dialogic Technology, however Dialogic Technology relies on vendors to distribute them.

To install the Brooktrout SR140 follow these steps:

1. Go to **Start > Programs > GFI FaxMaker > GFI FaxMaker Configuration Wizard**.

2. Proceed through the wizard until the **Choose your fax hardware** screen. Select **Brooktrout by Dialogic** and click **Next** to start the driver setup wizard.


GFI FaxMaker Configuration Wizard
Choose Your Fax Hardware
Which type of fax hardware do you have installed on your computer?
GFI
Choose the fax hardware type.
Brooktrout by Dialogic
Choose this option if you have one or more Brooktrout boards or SR140.
Sangoma devices
Choose this option if you have one or more Sangoma boards.
ISDN / CAPI devices
Choose this option if you have a CAPI 2.0 interface device.
TE-SYSTEMS XCAPI Fax over IP
Fax modems
Choose this option if you want to detect all the fax modems attached to your computer.
Fax services
GFI Online Fax Service
< Back
Next >
Cancel
Help

Screenshot 16: Selecting the Brooktrout SR140 driver

3. Run the wizard to install the Brooktrout drivers.

4. On completion, run the **Brooktrout License Manager** from the Start menu to activate the Brooktrout SR140 license. Click **Activate...** to launch the **License Activation Wizard** and proceed with the wizard to request and activate license.

5. Open the **Brooktrout Configuration Tool**. from the Start menu to configure FoIP settings. to match your setup. For more information refer to the documentation available in the **Help**.

6. From the Start menu open the **FaxMaker Brooktrout Configuration GUI** to confirm that you have a valid SR140 usage license both from Dialogic Technology and GFI. If the tool indicates that Brooktrout SR140 is not licensed and/or not installed, ensure that the Brooktrout license is activated and that the **Brooktrout Boston Host service** is started from the

Services applet.

7. Continue and complete the GFI FaxMaker Configuration Wizard.

1.10.1 Adding Brooktrout SR140 fax lines in GFI FaxMaker

To add Brooktrout SR140 lines in GFI FaxMaker:

1. Click **Add...** in the **Lines/Devices** properties dialog.

2. Choose any available fax line and in **Device type**, select a Brooktrout option depending on the number of channels required.

3. Select a **Physical line/port** and click **OK**.

4. In the **Device** tab, under **Card type**, choose **Brooktrout SR140**.

5. Configure other line options. For more information on how to configure GFI FaxMaker fax lines, go to:

http://support.gfi.com/manuals/en/fax2014/default_csh.htm#1011

2 Troubleshooting and support

This topic explains how to resolve any issues encountered during installation of GFI FaxMaker. The main sources of information available to solve these issues are:

- This manual - most issues can be solved through the information in this help system.
- GFI Knowledge Base articles
- Web forum
- Contacting GFI Technical Support

If this manual does not satisfy your expectations, or if you think that this documentation can be improved in any way, let us know via email on: documentation@gfi.com.

2.1 Other troubleshooting resources

2.1.1 Knowledge Base

GFI maintains a comprehensive Knowledge Base repository, which includes answers to the most common installation problems. In case that the information in this manual does not solve your installation problems, next refer to the Knowledge Base. The Knowledge Base always has the most up-to-date listing of technical support questions and patches. Access the Knowledge Base by visiting: http://kb.gfi.com/.

2.1.2 Web Forum

User to user technical support is available via the GFI web forum. Access the web forum by visiting: http://forums.gfi.com/.

2.1.3 Request technical support

If none of the resources listed above enable you to solve your issues, contact the GFI Technical Support team by filling in an online support request form or by phone.

- **Online**: Fill out the support request form and follow the instructions on this page closely to submit your support request on: http://www.gfi.com/support/technical-support-form
- **Phone**: To obtain the correct technical support phone number for your region visit: http://www.gfi.com/contact-us

> **NOTE**
> Before contacting Technical Support, have your Customer ID available. Your Customer ID is the online account number that is assigned to you when first registering your license keys in the GFI Customer Area at: http://customers.gfi.com.

We will answer your query within 24 hours or less, depending on your time zone.

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